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 **Jamal**

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|  | ObjectivesTo endeavor in excellence for the benefit of the company entrusted to me. It has been a longstanding desire of mine to seek a challenging career in imparting computer knowledge and to work with commitment.EducationDiploma in Computer Engineering 78% 2009Higher Secondary 92% 2006experiencelogo.png Winchester Hotel & Apartments Dubai  *“I.T. Supervisor” (2014 – Present)* images.jpg Wipro InfoTech-Bangalore “*Customer Support Engineer for Laptops” (2010 – 2014)* Wipro Info Tech-Pondicherry “*Desktop Engineer” (2009-10)* images.jpg **DUTIES & RESPONSIBILITIES @ WINCHESTER GROUPS- Dubai*** Guest room WIFI & LAN network problem to solve
* Maintaining the staff’s computers.
* Maintaining laptop, desktop, printers, scanners, server & telephone.
* Maintaining all documents reports like purchase, contracts servicing,
* Assign the work for our team members.
* IDS basic problem to solve
* If any Ids update, WIFI update & passport scanning update give remote access to concern person.
* Update swimming pool report daily, weekly, monthly.
* Monthly requirements of maintenance send mail to accounts.
* Maintain antivirus for all system,
* Install operating system, Ms Office, antivirus, printers, scanners & software’s (team viewer, any desk, ammy).
* Daily checking CCTV, lift if not working will call concern contract person to attend.

**DUTIES & RESPONSIBILITIES @ Wipro** * Receiving customer laptops& spare parts
* Verifying the part no’s & serial no’s to confirm the right product
* Identifying the exact & comparing with tag mentioned issues
* Coordinating All National LOCs & Internal HO Teams for laptop Calls
* Doing RCA for high level Escalations for All Laptop Products from field
* Collecting WCCC CMRR Call details which is logged by customer for their AMC repair Laptops
* Machine type (desktop/laptop/others), Verifying Its under AMC/not
* Investigating engineers its eligible for CMRR, else Cancelling the CMRR indent
* Observing exact issue on particular machine
* Finding possibilities for close the call ASAP
* Providing the spares which is required by the Engineer for repairing the machine
* Purchasing the spares when no spare available in stock
* Picking the call to HO, when nothing worked out by LOCs
* 2013 & 2014 team leader for laptop & desktop team
* Providing Standby machine, till the machine got repaired
* Escalating to Head regarding wrong issues happened on CMRR
* Updating each & every calls on daily basis, doing follow-ups for all previous calls
* Sharing Technical Ideas & Suggestions to all LOCs & Internal Team related to CMRR calls
* Coordinating internal QC teams for Synergy Time Sheet Submission & Reimbursement Claims
* Guiding internal Teams for some QC activities

**TECHNICAL SKILLS** * Assembling, Testing of Desktop, Servers and Laptops
* Troubleshooting of Desktops, Servers and Laptops
* Troubleshooting Hardware and Operating Systems
* Troubleshooting of Hardware/Software Queries
* Having Knowledge of installing Drivers
* Final Quality Check and auditing of Desktop and Laptops
* Installing Maintenance of Application Software
* Installing Maintenance the Operating System (Win 98, X2003, XP2, Win7,Win 8,Win10 2000 Professional, 2003 server, 2008 server)
* Having Working Knowledge in SAP (System Application Program)
* Knowledge in taking Backup Devices and Restoring
* Sound knowledge for diagnose and troubleshoot all branded desktops and Laptops
* Good Knowledge of Evaluation of Motherboards, Software’s and Peripherals Components

**OTHER COMPUTER SKILLS*** Microsoft Office(Word, Excel, PowerPoint, outlook)

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